

**DEPARTMENT OF ALCOHOL AND DRUG PROGRAMS
POSITION DUTY STATEMENT**

Name:	Division: LICENSING AND CERTIFICATION DIVISION
Classification: ASSOCIATE GOVERNMENTAL PROGRAMS ANALYST (AGPA)	Working Title: Complaint Analyst
Position Number: 798-425-5393-720	Collective Bargaining Unit/ID: RO 1
Effective Date:	Conflict of Interest Category:

Effective on the above date, the person assigned to this position performs the following duties and responsibilities:

- 1) **Supervision Received:** Under the direction of a Staff Services Manager I (SSMI), the incumbent will perform assigned work activities related to the overall operation of the branch.
- 2) **Supervision Exercised:** May serve in a lead capacity over a small group of analysts in the Complaint Investigations Unit of the Program Compliance Branch.
- 3) **Physical Demands:** The duties require the incumbent to have the manual dexterity to write and to handle papers, use a camera, operate a personal computer, and push buttons on a keyboard, mouse, calculator, fax machine or telephone; grasp manuals; reach above shoulders. Hear and speak with providers, complainants, clients, witnesses and staff; sit for extended periods of time; and lift up to 40 pounds occasionally and 20 pounds frequently. Must also be able to travel **(up to 50% of the time)** by plane, automobile, train and other means of public transportation; to visually inspect facilities and records of alcohol and or other drug treatment recovery programs; occasionally climb, bend, stoop and reach in order to maneuver into all areas of a facility for inspection purposes. Carry/push/pull personal luggage.
- 4) **Job Description: (Please indicate percentage of time spent on each function)**

ESSENTIAL FUNCTIONS	
%	Job Description
50	Independently conduct complaint investigations of alcohol and other drug (AOD) treatment programs in accordance with applicable licensing regulations and certification standards. Conduct unlicensed investigations, death investigations, and special incident investigations. These activities involve fact gathering via interviews with staff, participants, witnesses, complainants, various agencies and the public; reviewing and analyzing staff and resident files, and other pertinent documents; analyzing facts and data; and inspecting buildings and grounds. Travel is required up to 50 percent of the time.
30	Prepare reports related to investigations.
10	Prepare appeal documents and complete penalty process for all investigations; prepare requests for legal advice, action or consultation; respond to inquiries from the public, service providers, complainants and other agencies; and input data into data base.

SIGNATURES

I have read and discussed these duties with my supervisor: <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-between;"> Employee's Signature Date </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> Position classification approved: <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-between;"> Personnel Analyst Date </div>	I certify that the above accurately represents the duties of the position: <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-between;"> Supervisor's Signature Date </div>
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	NON-ESSENTIAL FUNCTIONS
%	Job Description
10	Receive and record complaint allegations and death/special incident reports. Provide backup to Licensing Analysts by conducting licensing and certification site visits, initial and renewal, to determine compliance with regulations and standards; create and prepare licensing and certification reports. Provide backup to other analysts; assist with regulations and policy development; respond to controlled and other correspondence; assists with special assignments such as advisory committees; conducts DMC site reviews and prepare associated documents; perform other analyst duties to cover workload.